Extension of the service of G.M. and other Officers in M.T.N.L., Delhi and Bombay

1723. SHRI DHULESHWAR MEENA: Will the Minister of COMMUNICATIONS be pleased to state:

(a) what is the policy followed by Government at present in the matter of grant of extension of service beyond superannuation to Officers of the rank of General Manager and above in the Mahanagar Telephone Nigam Limited Organisation in New Delhi and Bombay;

(b) what are the particulars of the officers who had been granted extension of service as on the 1st May, 1992;

(c) what are the details of the period of extension granted in each case; and

(d) what are the reasons for the grant of such an extension in violation of the Prime Minister's directive against such extensions?

THE DEPUTY MINISTER IN THE MINISTRY OF COMMUNICATIONS (SHRI P. V. RANGAYYA NAIDU): (a) Extension in service is normally not granted except in exceptional cases, when the extension is warranted in the interest of service.

(b) and (c) Sir, the Chairman and Managing Director, Mahanagar Telephone Nagar Limited was granted extension of service beyond superannuation in June, 1990 for a period of two years i.e. up to June, 1992.

(d) The extension was given with the approval of Appointments Committee of the Cabinet after considering all aspects.

Telephone cases received by Telephone Adalat

1724. DR. RATNAKAR PANDEY: Will the Minister of COMMUNICATIONS be pleased to state:

(a) what is the number of cases received by Telephone Adalat which met on 28th September, 1991;

(b) what are the telephone numbers alongwith names of subscribers who were informed in the second half of the September, 1991 and before the commencement of the Adalat that investigation in their cases would take some more time and the decision would be communicated to them later;

(c) what are the details of cases where the investigation has not been completed, till date alongwith reasons in each case;

(d) what are the reasons that reminders received from the aggrieved subscribers have in routine been passed on to the area offices thus defeating the purpose and the functions of the appellate authority;

(e) whether it is also a fact that in some of these cases letters addressed to him by Members of Parliament have remained unreplied and unacknowledged; and

(f) if so, what are the reasons therefor?

THE DEPUTY MINISTER IN THE MINISTRY OF COMMUNICATIONS (SHRI P. V. RANGAYYA NAIDU): (a) 515 cases were received by Mahanagar Telephone Nigam Ltd., Delhi, for its 17th Telephone Adalat which met on 28th September, 1991.

(b) List of 14 such telephone numbers alongwith the names of subscribers is given in Statement-I (*see* below).

(c) Details of 5 such cases are given in the statement at Statement-II (*see* below).

(d) In Mahanagar Telephone Nigam Ltd. cases requiring detailed investigations are regularly monitored and reviewed at the highest level.

(e) and (f) No Sir, letters addressed by Members of Parliament are invariably attended to.

Statement I

XVII Telephone Adalat Cases Requiring Detailed Investigation

Sl. No.	Tel. No.	Name of Customer	Nature of complaint
*1	3262002	M/s. Welding & Engg. Stores.	Excess Billing
2	3269466	Sh. Ratan Lal	Service
3	3266420	Sh. H. K. Chanana	Excess billing
*4	7535459	Sh. A. J. Jassal	Excess billing
*5	7223754	Sh. Praveen Kumar Jain	Excess billing
6	7216029	M/s. Das Pass Sales Corporation	Excess billing
*7	6421462	Sh. B. M. S. Ahluwalia	Excess billing
*8	6442592	Sh. Ashok Kumar Gupta	Excess billing
9	6836914	Central Bank of India	Excess billing
*10	693961	Sh. G. P. Gupta	Excess billing
11	657004	M/s. Straw Products	Excess billing
*12	5581256	Sh. Bimlesh Kumar	Excess billing
*13	5752697	Sh. Rajeev Lugani	Excess billing
*14	5723044	Sh. Prem Pant Kapoor	Excess billing

Nine of these cases marked *have since been settled and subscribers informed.

Statement II

Status of XVII Telephone Adalat cases pending for detailed investigation

Sl. No.	Tel. No.	Name of Customer	Nature of complaint	Present position
1	3269466	Sh. Ratan Lal	Service	It relates to technical feasibility of certain facility of plan E-104 in digital electronic exchanges. Case is under detailed technical examination. It is likely to take a little more time.
2	3266420	Sh. H. K. Chanana	Excess billing	Case is *Subjudice in* district forum. Next date for hearing fixed on 27-5-92.
3	7226029	M/s. Das Pass Sales Corporation.	Excess billing	Case still under investigation. Another involved party has approached the court of law.
4	6836914	Central Bank of India.	Excess billing	Detailed investigations are in advanced stage and likely to be completed shortly.
5	657004	M/s. Straw Products.	Excess billing	The case is pending for customer response. Detailed observation report given to customer for verification. Feedback from customer is awaited.